

THE FUNCTION OF HUMAN RESOURCES DEPARTMENT AS
INFORMATION SOURCE AND NEEDS PROVIDER FOR THE
EMPLOYEE AT JW MARRIOTT SURABAYA

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JOB TRAINING REPORT



MILIK
PERPUSTAKAAN
UNIVERSITAS AIRLANGGA
SURABAYA

By :

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ENGLISH DIPLOMA PROGRAM
FACULTY OF LETTERS
AIRLANGGA UNIVERSITY
SURABAYA
2004

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Submitted as partial fulfillment of the requirement

For Ahli Madya Degree of the English Diploma

Faculty of Letter, Airlangga University

by:

Hendra Prasetya

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Approved to be examined

Surabaya, 22 Desember 2004

Training Report Advisor



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Surabaya, 22 Desember 2004

English Diploma Program

Faculty of Letter

Airlangga University

Accepted and approved by the board of examiners

of English Department

Faculty of Letter, Airlangga University

On, 28 December 2004

The examiners are:

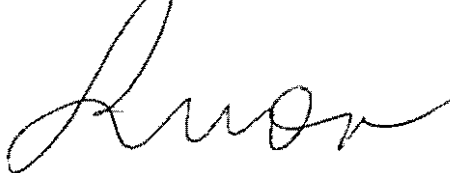
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CHAPTER IV

CONCLUSION

Generally, the writer gained a lot of precious experiences during the training period; such as knowledge about hospitality industry, specially details of this business which were not gained by the writer at the university. The three month term was enough for the writer to learn how to adapt in the new environment and receive new knowledge which has increased the writer's skills and abilities.

The scheduled 'fifteen minutes training' implementation has also become one of the supporting factors to the fluently knowledge absorbed for the writer. Besides the seniors who patiently taught the writer when the writer faced a problem were very encouraging for the writer. They always told the writer that if there is a problem the writer might ask them anytime, so that the writer could finish the job.